

1614 - FLEET SERVICE WRITER

NATURE OF WORK

Performs difficult technical and routine administrative work in the processing of vehicle service requests.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Assists in the planning, assignment and coordination of vehicle service work.

Inspects all equipment when it enters the maintenance and repair cycle, diagnoses the problem with equipment and writes up repair orders.

Verifies information on repair orders before the equipment and repair orders are dispatched to the mechanics.

Coordinates the traffic flow of vehicles and equipment in the maintenance compound, from the entry point to the ready line.

Coordinates road service and wrecker calls as received ensuring the appropriate shop is notified and verifies that road service calls have been dispatched and completed.

Maintains and reviews various records, such as repair orders, vehicle inventories, maintenance schedules, and enters, updates and researches technical information in the automated maintenance management system.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of automotive equipment, maintenance and repair.

Considerable knowledge of the operation of a wide variety of automotive equipment.

Ability to understand and follow oral and written instructions.

Ability to work effectively with coworkers, other City workers, and the general public.

Ability to write legibly.

Ability to type.

Ability to prepare and document required and/or requested data within a limited time frame.

Ability to work independently and make decisions in accordance with City policies and procedures.

MINIMUM REQUIREMENTS

One (1) year full-time verifiable experience in general hardware or automotive parts, tools, or work order issuance and record keeping. Ability to lift heavy objects up to approximately 30 pounds. Driver=s license. Shift work including nights, weekends, and holidays.

PHYSICAL REQUIREMENTS

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Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. Occasional walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, sitting, standing, pushing, and pulling.
Ability to lift heavy objects.

SUPERVISION RECEIVED

Work is performed under regular supervision.

SUPERVISION EXERCISED

Supervision may be exercised over subordinate personnel.

Rev. 5/95 (minimum req.)